

Headspace Video Coaching FAQs

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Getting Started

How does video coaching work?

Members choose between two coaching paths: scheduled **video sessions** or scheduled **text sessions** with a lead coach. Alongside both scheduled options, members have access to unlimited, 24/7 in-the-moment text coaching. Members can switch paths at any time by contacting Member Support. When switching, they are matched with a new lead coach.

What's the difference between video and text-based coaching?

Video coaching offers 45-minute live sessions on Zoom, while text-based coaching offers 30-minute scheduled sessions via in-app messaging. Both options offer goal-focused, personalized support in the format that suits the member's preferences.

Can a member switch between video and text coaching?

Yes. Members can switch paths anytime by contacting Member Support, and will be matched with a new lead coach.

**Can a member turn off video during a scheduled session?**

Absolutely. Members can keep their camera off and use Zoom's chat or audio-only function during a video coaching session.

Can a member use video coaching on a mobile device?

Yes. Sessions work on both mobile and desktop devices. Members should ensure they have the latest version of the Headspace app, Zoom, and a strong internet connection.

How should a member prepare for a video session?

We recommend a quiet, private space with reliable Wi-Fi and headphones for clarity. Members should come ready to reflect and engage.

How will members be notified that video coaching is available?

Members will be informed through multiple channels, including in-app modals, push notifications, email, and client-led communications. These communications are designed to ensure members are aware of the new video coaching experience and how to access it.

What happens to members currently active in text-based coaching?

Members actively using text-based coaching will not be automatically transitioned to video coaching. Instead, they'll receive in-app messaging introducing video coaching and explaining what switching entails. This approach allows members to make an informed choice about the modality that best fits their needs.

Scheduling & Flexibility

How long are coaching sessions?

Video sessions are 45 minutes and text sessions are 30 minutes.

How many sessions does a member receive?

Session limits are based on the organization's Headspace benefit. In most cases, this aligns with therapy session caps within the member's plan. If a member has no covered therapy sessions, they are allotted 12 covered video sessions but this can differ by client benefit.

Will a member be shown their session count?

Yes. Within the app, a member will be shown how many video sessions they have and until when.

Can a member reschedule or cancel a session?

Yes. Members must reschedule or cancel sessions at least 48 hours before their appointment through the Headspace app, to help avoid forfeiting the covered session.

**What happens if a member misses a session?**

Missed sessions will count toward the member's annual session cap.

Will members receive reminders for upcoming sessions?

Yes. Members receive an email or in-app notifications with a secure Zoom link before each session.

How is video coaching billed?

Currently, video coaching is included at no additional cost. In the future, usage data may help inform plan pricing.

Will coaches inform members when their video sessions are coming to an end?

Yes, members can see in their app how many sessions they have left. Coaches are also aware of members' remaining video sessions and will plan accordingly. As members approach the end of their covered sessions, coaches support them with a thoughtful exit plan, which may include transitioning to unlimited text-based coaching with a new lead coach or purchasing additional video sessions out-of-pocket until benefits reset.

What are the hours video coaches are available?

Video coaches are available daily from 6am to 12am PT, with additional overnight support from 10pm to 8am PT

Billing for Additional Video Sessions

Can a member pay for additional sessions out of pocket?

Yes, this option will be available before the end of 2025. Members will be able to purchase extra sessions once they've exhausted their allotted video sessions for \$100/session.

Why isn't this called out in the app for members?

We're planning to launch the out-of-pocket (OOP) payment flow before the end of 2025, and it's very unlikely that most members will exhaust their sessions before then. That said, we've clearly communicated this in the member-facing FAQs in the Help Center to make sure members understand what to expect.

What will happen to members who have exhausted their video sessions before they can buy extra?

Should a member exhaust their sessions before the flow is built, they will be directed to engage in unlimited text-based coaching. We are very confident that this is unlikely to occur given that members are launching with video coaching late in the year and close to their benefits reset date.

More details to come!

Communication Preferences

Can a member message their coach between sessions?

Yes. All members can message their coach at any time, regardless of whether they're on the video or text path.

Can a member request a one-time video session with their text coach?

Not at this time. If a member wants to switch to video sessions, they'll need to change paths and work with a new lead coach.

Can a member have a scheduled text session with a video coach?

No, but during a video session, they may keep their camera off and communicate through Zoom's chat feature.

Can a member return to text-based coaching with the same lead coach if they switch from video or exceed their video session limit?

Not at this time. Coaches are currently assigned to a specific modality — either video or text — so when a member switches modalities, they'll be matched with a new lead coach. This approach helps us provide a more flexible coaching experience while aligning coach staffing and training to each modality.

We understand continuity is important and we hope to support coach consistency across modalities in the future.

Eligibility & Access

Do teens have access to video coaching?

No. While teens continue to have access to text-based coaching, video coaching won't be available to them yet.

What languages are supported across coaching formats?

Video coaching is currently available in English only. Text-based coaching is available in English, Spanish, and French. In-the-moment coaching is offered in English only.



Will members in the US or Canada with a non-English app language be able to access video coaching?

Yes, eligible members in the US and Canada can access video coaching regardless of their app language. However, sessions are conducted in English only, and we'll make that clear both when a member chooses their modality and schedules their session.

Privacy, Security & Confidentiality

Is video coaching confidential?

Yes. Coaching sessions are private and secure. Session content is never shared with employers or benefits providers.

Are video coaching sessions recorded?

Only if a member agrees to them being recorded, and they would only be available to our Quality Assurance team to ensure we maintain quality coaching.

Can organizations see what a member discusses in coaching sessions?

No. Organizations only receive aggregated, anonymized data. Individual session content remains fully confidential.

Are session notes kept?

Coaches may take brief notes to support continuity. These notes are secure and not accessible to employers.

Coaches & Support

What qualifications do Headspace coaches have?

Our coaches are highly qualified, holding either a master's degree in a psychology-related field and/or is certified by the NBHWC (National Board for Health & Wellness Coaching). Every coach is trained to deliver real-world, actionable guidance that helps members achieve their mental health and wellness goals.

Is coach matching available for video coaching?

No. Coach matching was previously implemented but later removed as it resulted in lower coaching engagement. Members are assigned a lead coach when they select a coaching path. They can request a change if desired.



Will members with text-only coaching be reassigned if their lead coach moves to video only?

Yes. Members who receive only text-based coaching and are currently assigned to a coach transitioning to video only coaching will be reassigned a new lead coach for continued text support.

Will members be notified about the coach change?

Yes. Members will receive a message from their current coach explaining the change, followed by a message from their new lead coach prompting them to schedule a session.

Will the new coach have access to past coaching notes?

Yes. New lead coaches will be able to review all previous notes to ensure continuity of care.

Is this coach transfer a new process?

No. We've used this Transfer of Care approach successfully in past transitions and have seen strong engagement from members with their new coach.

Can a member change coaches?

Yes. Members can request a different coach at any time via Member Support.

Can members share feedback about coaching?

Yes. Feedback can be submitted by contacting Member Support.

What is the difference between mental health coaching and therapy?

Coaching and therapy are both valuable, but they serve different purposes and cannot be used interchangeably due to differences in scope, training, and clinical intent.

Therapy is delivered by licensed clinicians and focuses on diagnosing and treating mental health conditions. It involves exploring emotional patterns, past experiences, and applying evidence-based interventions (e.g., CBT, ACT) to support members with conditions like anxiety, depression, or trauma.

Coaching is non-clinical and action-oriented. Coaches guide members through everyday challenges like stress, motivation, and habit-building, using a present- and future-focused approach. Coaching does not include diagnosis or clinical treatment.

Members can use coaching on its own or in-between therapy sessions for added accountability and structure. For employers, coaching provides a flexible, stigma-free layer of mental health support that broadens access to employees who may not engage in traditional care.